

Policy: CS-04-01  
Policy Title: Underground Leak Billing Adjustment Policy  
Policy Purpose: Set forth guidelines for leak adjustments  
Implementation Date: 05/10/2004  
Revision Date: 1/4/2007

## **TOWN OF WESTFIELD PUBLIC WORKS DEPARTMENT**

### **UNDERGROUND LEAK BILLING ADJUSTMENT POLICY**

This policy is being created to set forth guidelines and parameters for issuing credit adjustments to accounts due to underground leaks. All adjustment considerations must be forwarded to the customer service supervisor for review.

Any customer of the public works department may request that a service order be placed to investigate abnormal water usage or high consumption for an account within the billing system. This request can be made via phone by calling our customer service center between the hours of 8:00am-4:30pm, Monday – Friday on regularly scheduled work days. Upon receipt of said request the public works department will schedule an appointment for a representative of the department to investigate the matter within one business day of the call received. The department's representative will conduct the investigation and report the findings to the customer or customer's representative upon completion. The findings of the investigation will be written on the service order issued and a copy of the order will be provided

A history of the events as they progress should be entered in the "comments" section of the customer's account in the billing system.

Only underground leaks will be considered for an account adjustment. Proof of repair must be provided before an adjustment will be considered. Once a credit adjustment is made to an account, no other adjustment shall be considered for a period of twelve months from the date of the adjustment, regardless of circumstances.

Human error or negligence will not constitute an adjustment. Large consumptions as a result of human error or negligence will, however be considered for a payment arrangement agreement. A payment arrangement allows the customer to pay a higher than normal bill over the course of a three month period in addition to their current monthly bills as they become due. Failure to meet the terms of the agreement immediately terminates the arrangement and the entire balance becomes due.

Credit adjustments shall be calculated as follows:

#### Commercial Accounts

$(\text{Leak Volume}) - (\text{Account's Twelve Month Average Volume})/2 = \text{Qualified Volume for Adjustment}$

Qualified Volume for Adjustment x Current Treatment Rates for Water = Water Adjustment Amount

Qualified Volume for Adjustment x Current Treatment Rates for Sewer = Sewer Adjustment Amount

Water Adjustment Amount + Sewer Adjustment Amount = Total Credit Adjustment Amount

Residential Account

(Leak Volume) – (Account's Twelve Month Average Volume)/2 = Qualified Volume for Adjustment

Qualified Volume for Adjustment x Current Treatment Rates for Water = Credit Adjustment Amount

Upon determining that a credit adjustment is to be made to an account the customer service supervisor shall present the amount of the adjustment along with proof of repair to the public works director for final authorization.

No adjustments shall be issued for residential sewer bills. Only water bills that meet the above criteria shall be subject to adjustments. Commercial accounts that meet the above requirements will qualify for both water and sewer adjustments.



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